



What is an Ombudsman?

The **Navy Family Ombudsman** is vital to the welfare of Navy Environmental and Preventive Medicine Unit Five families and, in this unique role, as an officially appointed volunteer, the duties are wide-ranging. The Ombudsman has been trained to know when to provide information, when to be a referral source and how to be receptive to family members when they call.

An ombudsman is a spouse or other family of a NEPMU FIVE staff who has volunteered their time and effort to guiding other families through various problems that may arise from time to time. The ombudsman will not solve the problem for you, but they will try to point you in the right direction to help you solve the problem on your own. The roles and functions of command family ombudsman are varied:

- Serve as the primary link/liaison between NEPMU FIVE families and the command. Serve as a communicator of information between the command and command families.
- Provide information and outreach to command family members. Interact and cooperate with organizations and military offices such as Family Service Centers, chaplain's office, medical treatment facilities, Navy-Marine Corps Relief

Society, American Red Cross, and legal assistance offices. These organizations are valuable resources in obtaining assistance for command family members.

- Refer individuals in need of professional assistance to appropriate resources. Ombudsman may provide support to individuals and refer them for counseling. Ombudsman cannot provide counseling themselves.
- Act as an advocate for the command family members. Ombudsman, by using their knowledge of the system, can help access the appropriate level of chain of command for intervention and for the forwarding of appropriate requests/grievances while exercising confidentiality.

Please contact your NEPMU FIVE Ombudsman if you need help or have any questions.

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